

VISTA Desktop User Guide

Department of Technology Services

This user guide will cover the steps you need to know for accessing VISTA. This guide covers from the point of opening your Citrix Workspace to the point of login for the VISTA application. It does not cover the installation of Citrix Workspace or the use of the VISTA application itself, but if you need help with those items then please see the support section of this guide on who you can contact for assistance.

Let's get started!

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Quick Steps

1. There will be a “Citrix Workspace” icon on your desktop or in your start menu which will launch the Citrix Workspace.
2. You will then be prompted to login using your UtahID and multi-factor authentication.
3. The “Gov VISTA” Desktop that you have access to can be found on the left hand side under “Desktops” or will be displayed under the “Desktops: Recents” section.
4. After launching your “Gov VISTA” Desktop you will see an icon for the VISTA application, which when launched and logged into will provide you access to the VISTA application.
5. Ensure your barcode scanner is connected to your physical computer. Expand the black toolbar at the top-center of your screen within your VISTA Desktop and under “Devices”, select your barcode scanner.

Support Information

Citrix Workspace or VISTA Desktop:

You can contact the DTS Service Desk for any issues with your VISTA Desktop, such as issues with the Citrix Workspace not working, the VISTA Desktop not loading, help configuring your UtahID, etc. Please visit <https://dts.utah.gov>

VISTA Application:

For technical assistance with the VISTA application specifically, support and/or training related issues, please contact VISTA support at vistasupport@utah.gov. You may also call them directly at: (385) 243-0017.

Nomenclature

Citrix Workspace: The Citrix Workspace application is installed on your local computer. When you open it, it asks you to sign-in with UtahID and then connects you to a portal where you can access the VISTA desktop. Support for Citrix Workspace is provided by the Department of Technology Services.

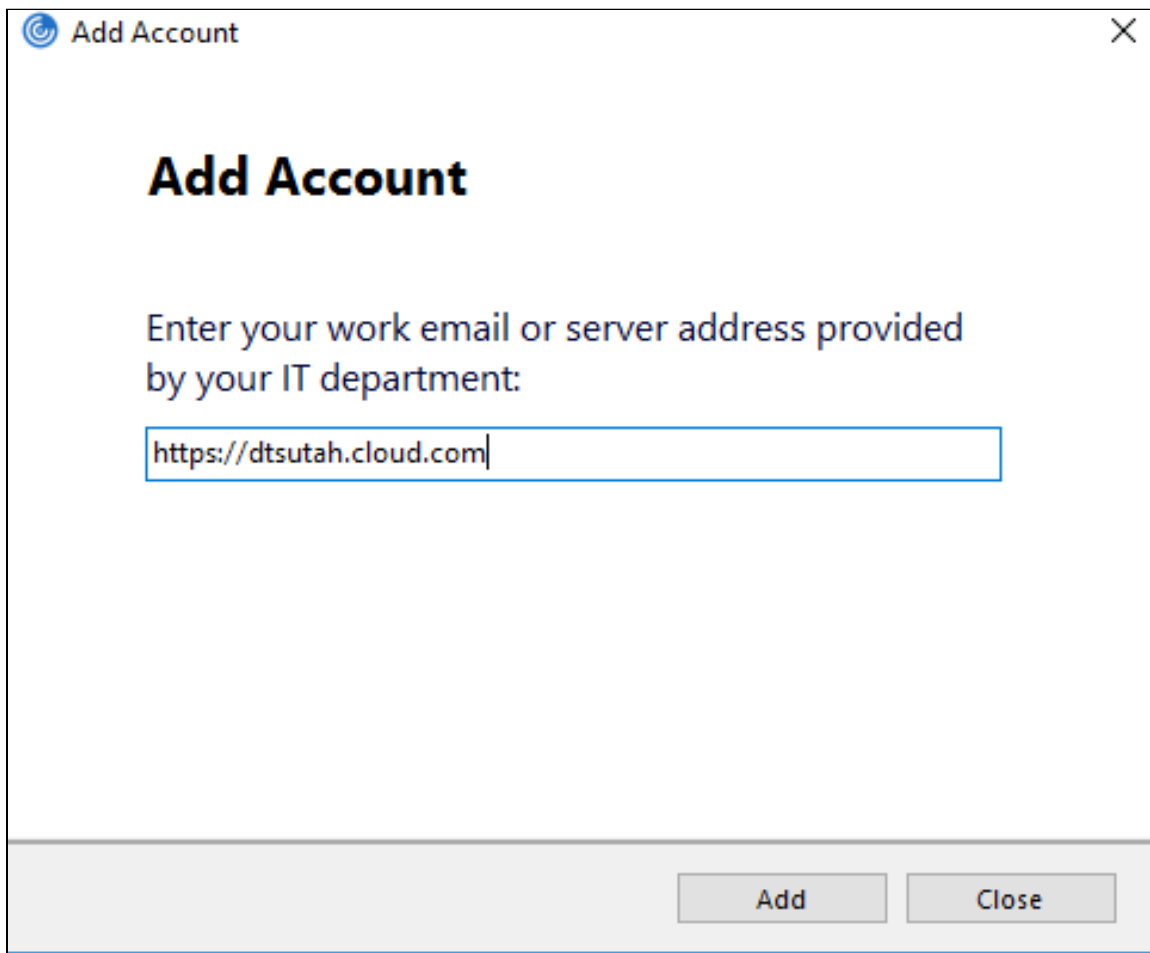
VISTA Desktop: The VISTA Desktop is a virtual computer running in the cloud that has the VISTA application installed on it. After logging in, the VISTA Desktop will have an icon for the VISTA application. Support for the VISTA Desktop is provided by the Department of Technology Services

VISTA Application: This is the actual VISTA program where you can perform barcode scanning and other VISTA related work. Support for the VISTA application is provided by a specific VISTA support team - not the Department of Technology Services.

Detailed Steps

Step 1: Launch Citrix Workspace

1. Launch the Citrix Workspace application by **clicking on the “Citrix Workspace” icon** from within the Windows Start Menu.
2. If this is your first time using Citrix Workspace you may be prompted to enter an email or server address. If so, please enter **<https://dtsutah.cloud.com>** and **click “Add”**.



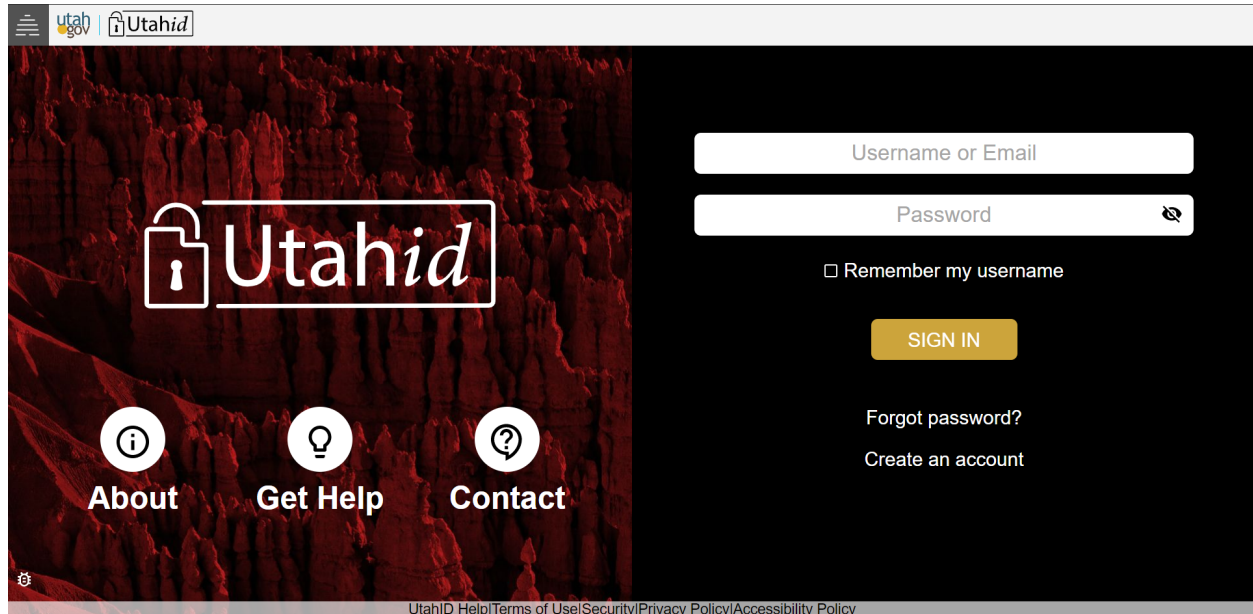
Add Account

Enter your work email or server address provided by your IT department:

Add Close

Step 2: Login Using UtahID

You will then need to **enter your UtahID username and password** and click **SIGN IN**.



The login page features a dark background with a red, textured pattern on the left. The UtahID logo is prominently displayed. On the right, there are input fields for 'Username or Email' and 'Password', a 'Remember my username' checkbox, and a yellow 'SIGN IN' button. Below the button are links for 'Forgot password?' and 'Create an account'. At the bottom left, there are three circular icons labeled 'About', 'Get Help', and 'Contact'. The footer contains links for 'UtahID Help', 'Terms of Use', 'Security', 'Privacy Policy', and 'Accessibility Policy'.

UtahID Help | Terms of Use | Security | Privacy Policy | Accessibility Policy

Step 3: Authenticate Using Multi-Factor Authentication

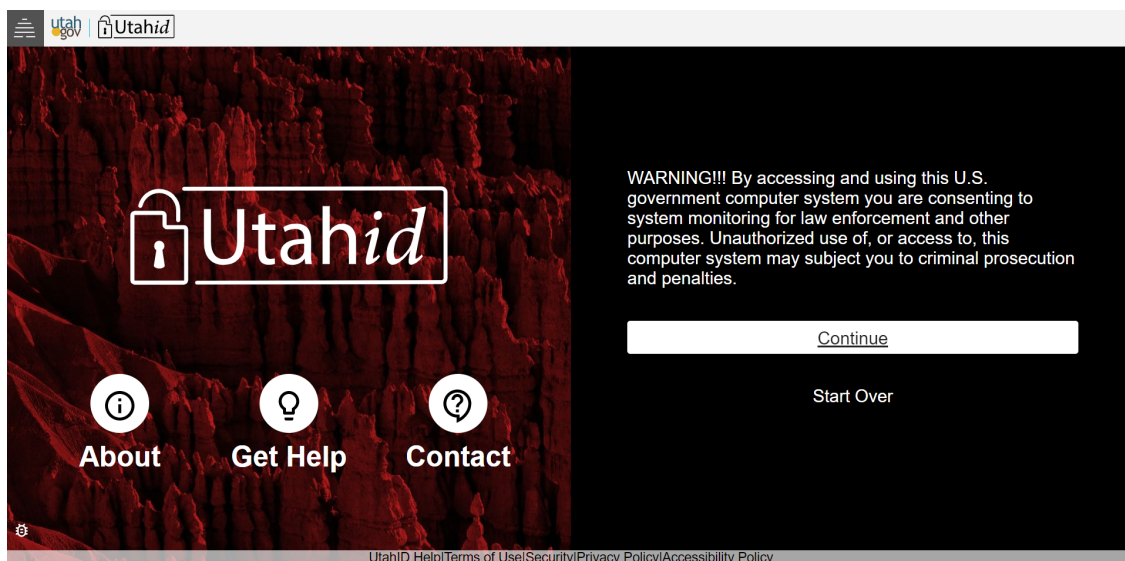
You will then need to **enter your multi-factor SMS code** and click **Submit**.



This page is for multi-factor authentication. It has a dark background with a red, textured pattern on the left. The 'About', 'Get Help', and 'Contact' links are visible. On the right, there is a section titled 'Multifactor Code (SMS, Email, etc.)' with a text input field containing six dots and a 'Submit' button.

Step 4: Accept Security Agreement

You will be prompted to accept the UtahID security agreement. Please **click Continue**.

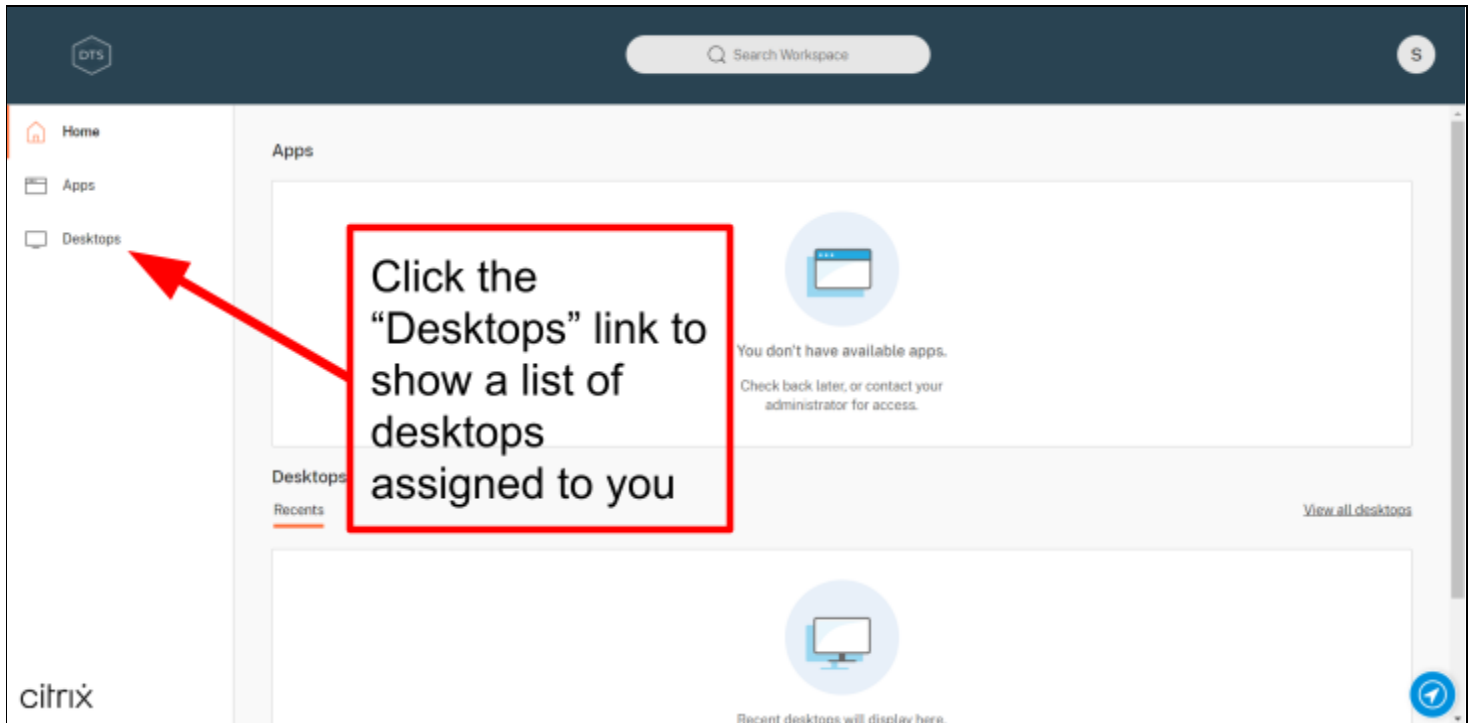


The security agreement page has a dark background with a red, textured pattern on the left. The UtahID logo is on the left. On the right, there is a 'WARNING!!!' message about system monitoring and unauthorized use. Below the warning is a 'Continue' button and a 'Start Over' link. At the bottom left, there are three circular icons labeled 'About', 'Get Help', and 'Contact'. The footer contains links for 'UtahID Help', 'Terms of Use', 'Security', 'Privacy Policy', and 'Accessibility Policy'.

UtahID Help | Terms of Use | Security | Privacy Policy | Accessibility Policy

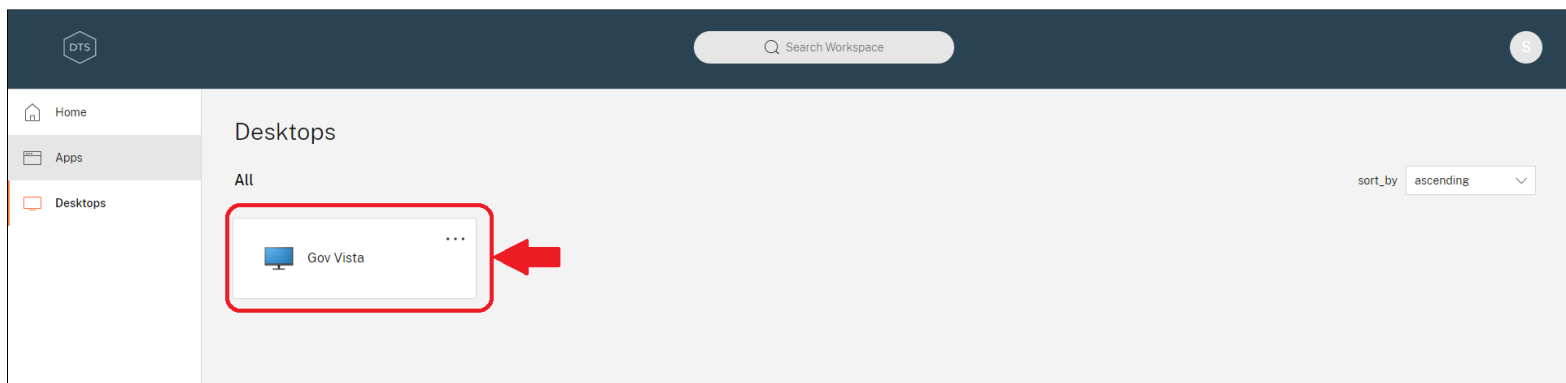
Step 5: Find Your VISTA Desktop

You will be redirected to the Citrix Storefront Homepage. **Click on the “Desktops” link** in the left side navigation bar to show the VISTA Desktop assigned to you.



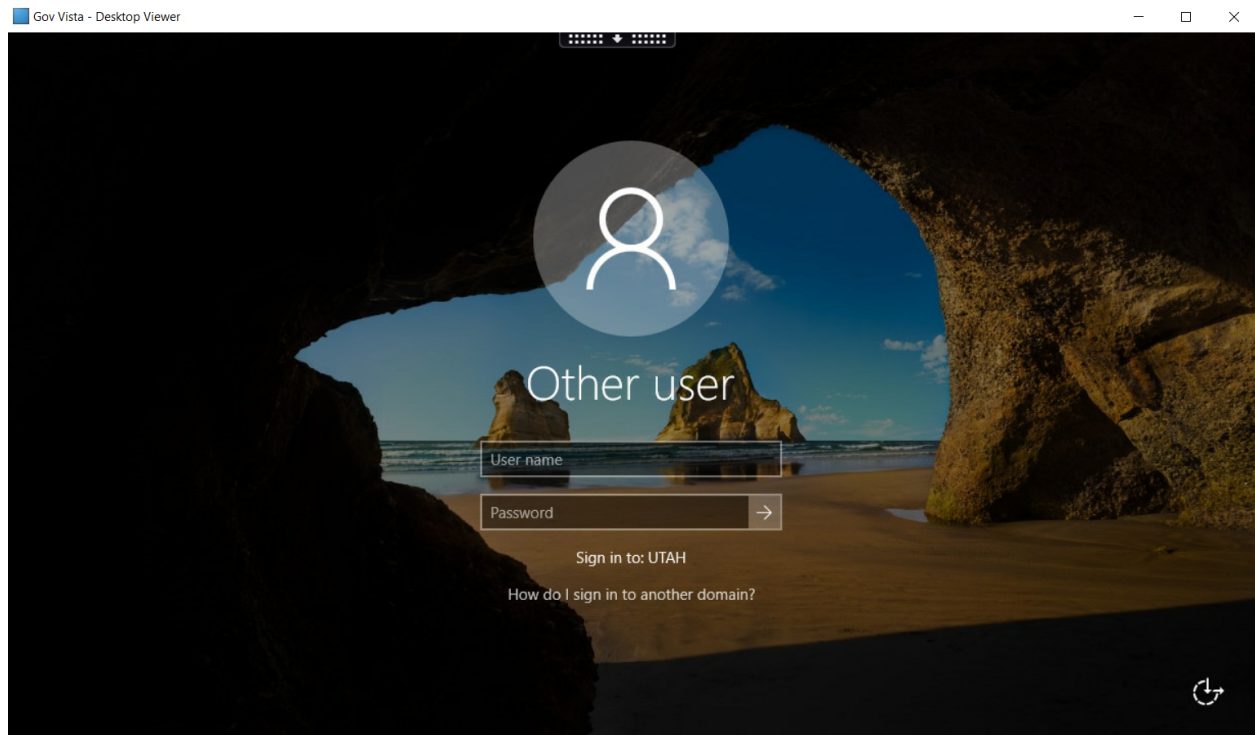
Step 6: Launch Your VISTA Desktop

You will see a list of all the available desktops assigned for you to use. **Click on the “Gov Vista” icon** to launch your VISTA Desktop.



Step 7: Login to Your VISTA Desktop

You will be prompted to enter credentials to access the VISTA Desktop. **Enter your UtahID username and password** to continue.

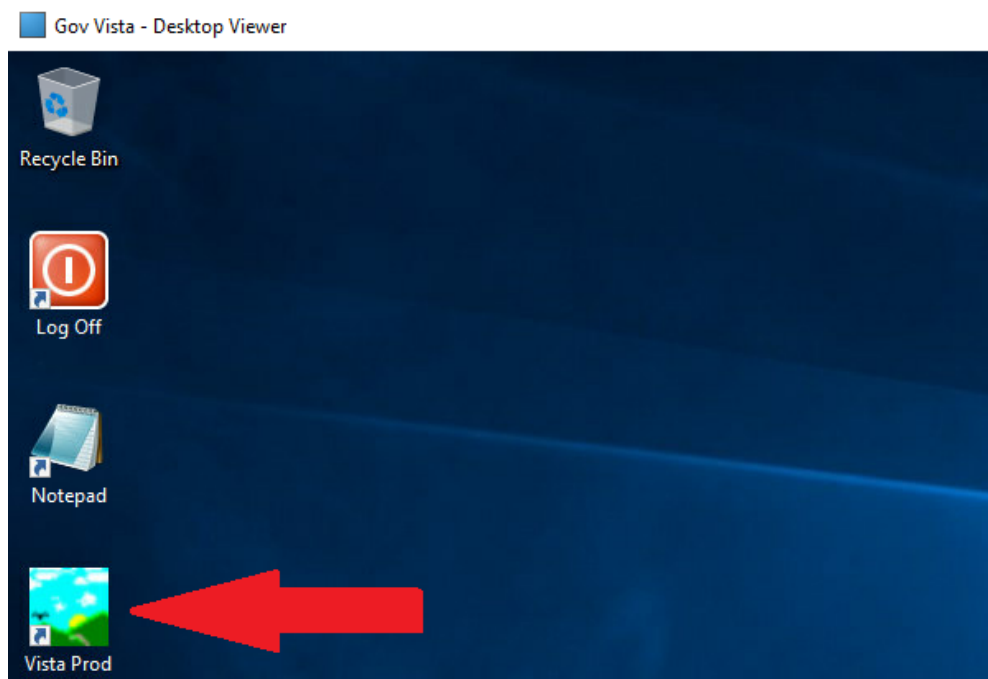


Step 8: Launch the VISTA Application

When the VISTA Desktop loads you will see that it is configured for you. The desktop will have the VISTA application that you need. The following image is an example of what you might see.

Click the VISTA Prod icon to launch the VISTA application and login.

Note: Your VISTA Application credentials are different from your UtahID credentials and are provided by [VISTA Application Support](#).



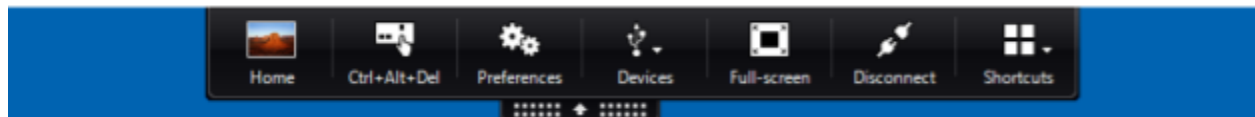
Step 9: Using Your VISTA Desktop

Black Toolbar

At the top of your screen in the center you will notice a black toolbar. This toolbar will fully expand if you click the down arrow.



Once expanded, you have a few options:



Home: Takes you out of the VISTA Desktop to your local computer.

CTRL+ALT+DEL: Allows you to lock your VISTA Desktop, show the workspace's task manager, etc. You will also see options for logging out or resetting your password, but do not use these options. Always contact the Service Desk to reset your password and always use the red "Log Off" icon on the desktop to log off.

Preferences: This controls settings for the underlying Citrix Workspace and is not needed for the use of VISTA.

Devices: This controls access to local USB devices for the VISTA Desktop. You will be able to select your barcode scanner from this menu to connect it to the VISTA Desktop.

Full-screen/Window: This will toggle your Workspace in and out of full screen mode.

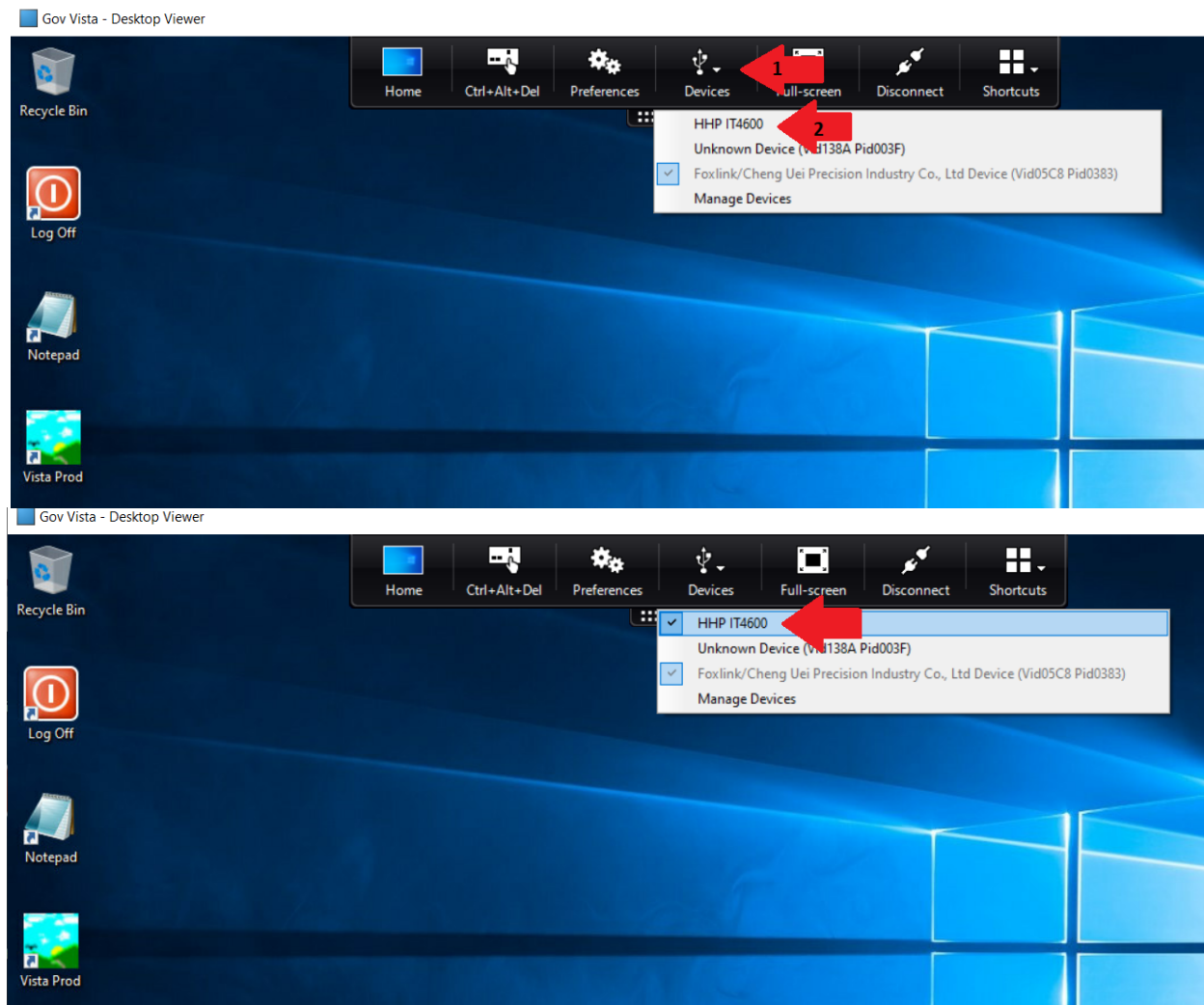
Disconnect: This will disconnect you from your session. You can come back later or login to another computer and pick up exactly where you left off.

Shortcuts: Provide shortcut links to other items in the Citrix portal that you first logged into. Not needed for the use of VISTA.

Connecting Your Barcode Scanner:

In order to utilize your barcode scanner with your VISTA Desktop please follow these steps.

1. From the top black toolbar (once it has been expanded) click on “**Devices**”.
2. You should then see your barcode scanner listed. **Click on your device**. This will connect the barcode scanner to your VISTA Desktop.
 - For example, the IT4600 barcode scanner will appear as “HHP IT4600”.



- The image above shows the device is **now connected**, as HHP IT4600 has a checkmark next to it.
3. If you see several devices listed and do not know which device is the scanner then please contact the VISTA support team for assistance.
 - You can also try to deduce which device the scanner is by unplugging the scanner from your computer. In doing so, a device will disappear from the devices list. Then plug the scanner back in and it will reappear in the list. This is the scanner device you want to select.

Using Multiple Monitors:

In order to utilize multiple monitors with a VISTA Desktop, follow these steps.

1. From inside the VISTA Desktop, if you are already in a full-screen view, **click on the black toolbar** then click on **Window** to go into a windowed view.



2. Your screen will become a smaller window. Drag the VISTA Desktop window so that it spans across both of your screens. (To do this you can click at the top of the session and drag the window so that it is showing up halfway on each of your monitors.)
3. Click on the **black toolbar** again and then click on **Full-Screen**. This will expand the VISTA Desktop across both monitors.
4. Your VISTA Desktop will refresh and will be expanded to both screens.
5. To get out of the 2 screen mode, repeat the process on the black bar but instead choose the "Window" option.

Note: if you have more than two monitors, the same steps will work, you will just need to expand the windowed view across all of the monitors that you want to use.

Step 10: Logging Off Your VISTA Desktop

Logging off results in a full closure of the VISTA Desktop. This process closes all open applications. You will have a fresh start the next time you connect. It is recommended to log off daily to ensure your workspace experience continues to run smoothly.

Logging Off: To log off the VISTA Desktop please be sure to use the red "Log Off" icon on the desktop, as seen in the screenshot below. **It is important to use this icon whenever you need to log off from your VISTA Desktop.** Thank you!



Step 11: Logging Off Your Citrix Workspace

To log off the Citrix Workspace, **click on your account icon** in the top right corner of the client and select **“Log Out”**. This will log you out of the Citrix Workspace application and you will need to re-authenticate using UtahID and multi-factor (as shown in steps 2 and 3 above) the next time you want to access VISTA.

